

Discussion Guide: SME

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Overview

This document is divided into the following sub-sections:

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Collaborative Workspaces

In brief, our research objectives and goals are as follows. We hope to uncover insights and design opportunities through our interviews on collaborative spaces.

- Understand the universe of Collaborative Work Spaces
- Analyse the Impact Hub ecosystem and their existing solutions
- Reveal opportunities within the context of collaborative spaces
- Design solutions related with those opportunities
- Prototype and evaluate one of our design ideas

Interview Guide

INTRODUCTION [5 min.]

Hello, I'm Will, Helena, and Eli. We are from California College of the Arts studying Interaction Design. For our project I will be asking you questions on Collaborative Spaces and how you use them.

HOUSEKEEPING [10 min.]

THE GROUP

As you can see I have two colleagues with me today, one of them will be taking detailed notes while the other will be recording video and taking photos.

RECORDING

We are planning on recording the interview to ensure we do not miss represent your thoughts or ideas. Is it alright if we record this conversation, none of this material will be shared.

TIME

We'll spend the next hour learning about your experiences with collaborative spaces and how you experience knowledge exchanges within these spaces.

Questions

- Do you have any questions before we start?

Basics [5 min.]

- What is your nationality?
- How to you describe your current profession?
- How long have you been working in this field?
- If you don't mind to tell us, how old are you?
- What is your favourite place to work at?

Experience at The Hub [20 min.]

- How long have you been working at The Hub?
 - if not already stated
- Explain to us what you do at The Hub?
- Define the strategies you use to engage the community?
- How do events work in the space, and how do they influence community collaboration?
- What are some great examples of work that you've seen be created in The Hub?
- How do you offer your expertise to new or current members?
- What motivates you to stay here?
- Tell us a story of a great experience at The Hub. [Flush]
- How does the online community contribute to the physical spaces?
- How do you keep both the global and localized communities engaged?

Working Behaviors [10 min.]

- What do believe makes or breaks a collaborative space?
 - Are they amenities or environmental?
- Describe to us what the average member workspace looks like (give them paper to draw a simple floorplan etc with paths)
- Tell us a story about some of your favourite things people have to do here?
 - (work and non work)
- How do you interact with others here?
 - How would you describe the quality of these interactions?
- How do you see others interacting here?
 - How would you describe the quality of these interactions?

Collaborative Experiences [10 min.]

- How would you measure the amount of time you spend in team activities vs. individual activities?
- Which one do you think is more productive, team or individual?
 - Why?
- How do you react to passive collaboration in your work?
- How often do you ask for help or collaboration within members in the space?
 - How do you approach them?
- How often members ask you for assistance and collaborations?
 - How do they approach you?
- How often do you participate in the community events here at _____?
 - Have you organized one of those events?
- How has engagement in this community affect your personal life?
 - Could you tell us one story about it?

Features and Values [10 min]

- What kinds of environmental features here create value which improve your experience?
- What objects do you consider critical to your use of a collaborative space?
- How do you utilize features of a collaborative environment ?
- How do you manage ownership of the end product or concept you have created?
- How do you deal with censorship of your work?
- How believe that the current working environment has affected your motivations?
 - (Project and Personal)

Feedback of current experiences [10 min]

(Impact Hub users only)

- What are some of the delightful things you have noticed unfolding in this space?
- What are some current issues that have arisen?
- If you could make one change to the space what would it be and why?
- If you could give new members valuable information, what would it be?
- How do you feel that the different floors divides or changes the hub community here?

Wrap-up [2 min]

- Thank you for your time today...
- Here is our contact, please email us if you have
- Do you have any